

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO) For Technology Services Issued By

MNIT @ the Department of Public Safety

Project Title: Business Analysts for Various BCA Projects

Category: Analyst

Resources: Seeking up to three business analysts, not necessarily from the same vendor

Business Need

Business Analysis is a major component of any software development project. The BCA sponsor and project teams want to ensure that all product deliverables meet the desired functionality at a high standard. The BCA has limited staff BA resources to assign to projects and needs to augment internal staff with contractors to achieve the quality of software outcomes that law enforcement applications require. These positions are various projects within the BCA and could be working on projects related to Predatory Offender Registration (POR), the Criminal History System (CHS), Gun Permit Tracking System, and other efforts within these and other programs. Selected candidates will only be working on a single project at a time and those project assignments will be based on the skills and strengths that each resource reflects on their resume.

The BA resource(s) will be expected to perform the following activities for each project assignment:

- Gather information regarding the scope of effort;
- Quickly understand high-level customer needs and identify pre-requisite and adjacent tasks, features, and requirements;
- Perform analysis and define design;
- Plan and facilitate stakeholder workshops and interviews;
- Elicit, critically evaluate, document and identify missing business requirements;
- Tailor communications to fit the audience and situation and ensure that the correct understanding is conveyed;
- Create user stories and respond to change quickly which may require adding, changing or improving the stories;
- Work closely with the team to define the acceptance criteria and assist with testing;
- Report defects and work closely with the team to resolve them;
- Create and update data models;
- Actively participate in team ceremonies (e.g. daily standups, etc.)

Project Environment

Project teams are made up of both staff and contracted personnel representing product managers, project managers, business analysts, developers, quality assurance, technical writers, network operations, and subject matter experts. Internal functional group leads oversee the work of contractors to ensure that all standards and guidelines are followed and that project goals and deliverables are of the highest quality and fit within the BCA application framework. Projects are managed using an Agile/Scrum approach.

The ideal candidate(s) will have the following characteristics:

- Team player able to work effectively at all levels of an organization with the ability to influence others to move toward consensus;
- Strong situational analysis, critical thinking and decision-making abilities;
- Thrives in a collaborative, co-located work space;
- High level of professionalism;
- Positive and solution-oriented;
- Resourceful;
- Creative;
- Proactive;
- Excellent communication skills; this includes written and verbal communications.

Project Requirements

The following requirements apply to all projects:

- All agency policies and procedures apply to both employees and contracted staff;
- BCA Minnesota Justice Information Services (MNJIS) standards and templates must be used on all projects;
- All documentation must be completed in accordance with the format prescribed by the project lead;
- All documentation and communication with the project team and stakeholders is expected to be clear and concise;
- Enterprise and BCA technology standards must be followed;
- Travel either in state or out of state may be necessary during the term of this contract. The State will provide advance notice and pay for the travel and subsistence expenses as provided in the current "Commissioner's Plan" established by the Commissioner of Minnesota Management and Budget.

Responsibilities Expected of the Vendor

Proposed resource(s) must be available for an in-person onsite interview. The BCA operates in a secure environment. The successful candidate(s) will be required to pass a background investigation as part of a condition of the contract. Work is intended to be performed on site at the BCA's Headquarters, located at 1430 Maryland Avenue East, St. Paul, Minnesota. Work performed at any other location must be pre-approved by the State's authorized representative. The resource(s) will be expected to work 40-hour workweeks except for State holidays. (Approved exceptions will be factored in the payment approval process). The services are anticipated to be needed from February 19, 2018 through April 15, 2019; however, project needs could require that the contract be extended.

The contractor is responsible for the costs of the background investigation performed by BCA. The cost of each candidate's investigation is \$32.00 for the background check and an additional \$10 if fingerprints are taken at the State.

Mandatory Qualifications

To be initially scored as pass/fail. Thereafter, proposals where the resource(s) meets the Mandatory Qualifications will be scored in part on the extent to which the resource(s) exceeds these mandatory minimums. (See RFO Evaluation Process, below)

1. Vendor must propose an hourly rate at or below vendor's Max Hourly Rate for the category.
2. Seven years of total IT Business Analysis experience. Examples of experience could include analyzing business, functional, non-functional requirements and the ability to identify work and simplify it without degrading quality and value.
3. Seven years of total experience in business rules and business process modeling.
4. Seven years of total experience with requirements management and traceability
5. Seven years of experience conducting and facilitating meetings. Examples of experience could include user and stakeholder interviews, discovery sessions, and requirements gathering sessions.
6. Three years of experience leading the BA effort on a project team using Agile/Scrum methodology. Examples of experience could include writing user stories, acceptance criteria, journeys and working closely with other delivery team members.

Desired Skills

1. Experience with user centric principle, design, and software development.
2. Experience creating and updating logical data models.
3. SQL experience that includes reading and writing scripts.
4. Experience with workflow applications.
5. IIBA CBAP certification.
6. Certified Scrum Master.
7. Experience working with law enforcement or criminal justice systems.

Process Schedule

Process Milestone	Due Date
Deadline for Questions	01/26/2018, 2:00PM
Anticipated Responses to Questions Posted	01/30/2018
Proposals Due	02/02/2018, 2:00PM
Anticipated proposal evaluation complete	02/09/2018

Process Milestone	Due Date
Anticipated work order start	02/19/2018

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Deb Johnson

Organization: MNIT

Email Address: mnitcontracts@state.mn.us

Email Subject Line should read: Vendor Name, RFO0314, BCA BA Questions

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services [website](#) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

Criteria	%
Candidate Experience and Qualifications – Required Minimum Qualifications	45%
Candidate Experience and Qualifications – Desired Skills	25%
Cost	30%

The State reserves the right to interview any or all proposed resources. In the event interviews are conducted, technical scores may be adjusted based on additional information derived during the interview process. The State further reserves the right to remove a resource from consideration if the resource is unavailable for interview as requested by the State.

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest.

Submission Format

The proposal should be assembled as follows:

1. Cover Page

- Master Contractor Name
- Master Contractor Address
- Contact Name for Master Contractor
- Contact Name's direct phone/cell phone (if applicable)
- Contact Name's email address
- Consultant's Name being submitted

2. Overall Experience:

1. Resume identifying the Mandatory Qualifications – to be clearly noted in the response matrix - i.e. minimum pass/fail requirements, including companies and contacts where the resource has demonstrated the mandatory qualification as previously noted. If pass/fail requirements are not met further scoring of the proposal will be discontinued. Please complete the matrix below.
2. Resume identifying any Desired Qualifications.
3. Then continue the proposal with the remaining items in the order listed.

RESPONSE MATRIX	Resource Name:
MANDATORY QUALIFICATIONS:	Provide Dates and Company Name where the resource has demonstrated the qualification; or identify how the resource meets the requirement (Yes/No is not sufficient)
Seven years of total IT Business Analysis experience. Examples of experience could include analyzing business, functional, non-functional requirements and the ability to identify work and simplify it without degrading quality and value	
Seven years of total experience in business rules and business process modeling	
Seven years of total experience with requirements management and traceability	

RESPONSE MATRIX	Resource Name:
Seven years of total experience conducting and facilitating meetings. Examples of experience could include user and stakeholder interviews, discovery sessions, and requirements gathering sessions.	
Three years of experience leading the BA effort on a project team using Agile/Scrum methodology. Examples of experience could include writing user stories, acceptance criteria, journeys and working closely with other delivery team members.	
If resource being submitted is working under a subcontract agreement, responder must identify each subcontractor	
DESIRED SKILLS:	Provide Dates and Company Name where the resource has demonstrated the skill (Yes/No is not sufficient)
Experience with user centric principle, design, and software development	
Experience creating and updating logical data models	
SQL experience that includes reading and writing scripts	
Experience with workflow applications	
IIBA CBAP certification	
Certified Scrum Master	
Experience working with law enforcement or criminal justice systems	

3. Cost Proposal

Include a **SEPARATE DOCUMENT** labeled "Cost Proposal" which includes the name of each resource being submitted and their corresponding proposed hourly rate.

4. Additional Statement and forms:

1. Conflict of interest statement as it relates to this project
2. [Affirmative Action Certificate of Compliance](#) (required if vendor proposal exceeds \$100,000, including extension options)
3. [Equal Pay Certificate](#) (required if vendor proposal exceeds \$500,000, including extension options)
4. [Affidavit of non-collusion](#)
5. [Certification Regarding Lobbying](#) (required if vendor proposal exceeds \$100,000, including extension options)

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

Proposal Submission Instructions

- Vendor is limited to submission of two (2) resumes/candidates in response to the Request for Offers
- Response Information: The resume and required forms must be transmitted via e-mail to:
 - Deb Johnson at mnitcontracts@state.mn.us
 - Email subject line must read: Vendor name, RFO0314, BCA BA's
 - **Each document should be titled with the vendor name first, resources name next, and then RFO number. It is suggested that all documents, except cost, be submitted as one file.**
- Submissions are due according to the process schedule previously listed.
- All responses are time and date stamped by the State's email system when they are received. Responses received after Proposals Due Date above will not be considered. The State shall not be responsible for any errors or delays caused by technology-related issues, even if they are caused by the State.
- Vendor must copy MNIT.SITE@state.mn.us on any responses submitted for this RFO. Vendors that do not intend to submit a proposal must send an email notification of a no-bid on the request to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or

causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Office of State Procurement ("OSP") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such

conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to OSP, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms “contract,” “contractor,” and “contracting officer” modified appropriately to preserve the State’s rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at <http://mn.gov/mnit/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Office of State Procurement prior to the solicitation opening date and time. For information regarding certification, contact the Office of State Procurement Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Small Business Preference

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans.

A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Office of State Procurement as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.

Certification of Nondiscrimination (In accordance with Minn. Stat. § 16C.053)

The following term applies to any contract for which the value, including all extensions, is \$50,000 or more: Contractor certifies it does not engage in and has no present plans to engage in discrimination against Israel, or against persons or entities doing business in Israel, when making decisions related to the operation of the vendor's business. For purposes of this section, "discrimination" includes but is not limited to engaging in refusals to deal, terminating business activities, or other actions that are intended to limit commercial relations with Israel, or persons or entities doing business in Israel, when such actions are taken in a manner that in any way discriminates on the basis of nationality or national origin and is not based on a valid business reason.